

**Quality and Productivity Commission Meeting
Minutes of March 7, 2016**



PRESENT:

Rodney Gibson
Walter Allen, III
Viggo Butler
Jacki Bacharach
Evelyn Gutierrez
Nancy Harris
Jaclyn Tilley Hill

Lisa Korbato
Huasha Liu
Shawn Landres
Edward McIntyre
William Waddell
Will Wright
Kumar Memon

ABSENT:

Charles Bakely
Bud Treece

Joe Wetzler
Jacqueline Wong

CALL TO ORDER

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10:05 a.m. in Room 739 of the Kenneth Hahn Hall of Administration.

APPROVAL OF THE MINUTES OF MARCH 7, 2016

On motion of Commissioner Gutierrez, seconded by Commissioner Landres, the minutes of January 26, 2016, were amended as noted below and approved.

- On page 6, second bullet, first sentence, change the sentence to read – Over the last six years, Countywide departments have reported that the innovative use of technology has increased from 26% to 71%.

UPDATE ON THE COUNTYWIDE WARRANT SYSTEM

Felix Basadre, Duane Nguyen, Lt. Brian Gelis, and Sgt. Laura Barron gave a power point presentation.

- This is a system integration for public safety groups in Los Angeles County
- There are modern readable warrant screens on browser and mobile devices
- It reduced training requirements for use of the system
- It streamlined warrant searches with higher match rates using advanced name search software
- Photos are now available to provide additional identification for arresting the right person
- Improved warrant servicing via Geocoded map of existing open warrants by law enforcement reporting district

**County of Los Angeles
Quality and Productivity
Commission**

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Chair

Rodney C. Gibson, Ph.D.

1st Vice-Chair

Nancy G. Harris

2nd Vice-Chair

Jacki Bacharach

Chair Emeritus

Jaclyn Tilley Hill

Immediate Past Chair

Edward T. McIntyre

Walter Allen, III
Charles G. Bakaly, Jr.
Viggo Butler
Evelyn M. Gutierrez
Lisa Kobatov
J. Shawn Landres, Ph.D.
Huasha Liu
Bud Treece
William C. Waddell, DBA
Joseph P. Wetzler
Jacqueline Agnello Wong
Will Wright

Executive Director

Victoria Pipkin-Lane

Program Manager

Mary E. Savinar

Program Support

Laura Perez



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effective and caring service"***

We support plain language

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- Business changes to the application can be implemented more effectively and efficiently
- It will create more officer efficiency
- A pilot is going on right now and so far, everyone who has used the system loves it
- Great for officer safety
- Sheriff's Department will develop a rollout plan to expand the user base to include additional Sheriff, LAPD, and LBPB personnel

ACTIONS ON RECOMMENDATIONS BY THE PRODUCTIVITY INVESTMENT BOARD (PIB)

Commissioner Landres reported that Commissioners will look at three recommendations made by the PIB. As a reminder:

- The PIB received proposals for the second quarter of Fiscal Year 2015-2016. At the end of last year, the PIB was asked to reconsider these proposals. The PIB voted to reconsider all four of the proposals and held a second set of hearings
- The PIB recommended not to proceed with two of the proposals. Subsequently, these two department's chose to withdraw the proposals
- The Commission is looking at the two recommendations made by the PIB for final consideration today

16.3 Public Health, Development of Pediatric Case Management (CaMP) Program, \$150,000 grant (*PIB Recommendation: \$25,000 grant to start the project, Phase I, with the understanding there would be a second request for remaining fund*)

The motion to approve a \$25,000 grant was made by Commissioner Harris, seconded by Commissioner Liu.

Cynthia Harding and Dr. Anna Long of Public Health were in attendance to answer questions.

After discussion, the motion to approve a \$25,000 grant was unanimously approved.

16.6 Treasurer and Tax Collector, Departmental eCommerce Cybersecurity Assessment, \$150,000 grant (*PIB Recommendation: \$75,000 grant*)

The motion to approve a \$75,000 grant was made by Commissioner Bacharach seconded by Commissioner Harris.

Keith Knox from the Treasurer and Tax Collector was in attendance to answer questions.

After discussion, the motion to approve a \$75,000 grant was unanimously approved.

- The PIB has been reviewing the PIF budget through the end of the fiscal year and deciding how to distribute the funds available
- In lieu of the 4th quarter solicitation for Fiscal Year 2016-2017, the PIB is recommending to go back to the *Digital by Default* report, regarding free and low cost software, open source software, and updating the technology practices of the County in creative ways
- The PIB's recommendation is to create a funding challenge, with a few questions asking the departments to respond meaningfully to the Digital by Default report and its findings and recommendations. They can request funding of up to \$100,000 to enable the department to take a step forward that advances these recommendations. There will be preferences to loans over grants and matching funds over solo funding
- A special PIB meeting has been scheduled for March 14 to begin the process of putting the challenge together
- The goal would be to have the full Commission approve proposals submitted for the 1st quarter of Fiscal Year 2016-2017 at the August general meeting
- There will be no solicitation of PIF funds on April 8 (4th quarter, Fiscal Year 2015-2016)

Commissioner Landres moved to request a special *Digital by Default* funding challenge of up to \$100,000, with a preference for loans and matching funds for the 1st quarter solicitation of Fiscal Year 2016-2017. The motion was seconded by Commissioner Gibson and unanimously approved.

CHAIR'S REPORT

Chair Gibson gave the following report:

- A big welcome to the newest Commissioner, Lisa Korbakov. Commissioners look forward to working with her
- Commissioners Gutierrez and Bakaly have been reappointed to the Commission
- Although Commission staff is being transferred to the Executive Office as part of the CEO reorganization, meetings will continue to be scheduled quarterly with the Chair and CEO Sachi Hamai at her request. Staff is in the process of coordinating a meeting with the new Executive Officer, Lori Glasgow. Ms. Glasgow is the former Assistant Chief Deputy to Supervisor Michael Antonovich
- In consultation with the CEO, Fiscal Services, a new PIF balance sheet has been developed that clearly shows the fund balance by quarter. Staff will continue to work with Fiscal on the quarterly updates
- Reminder – the Leadership Conference will be held on Thursday, May 26, 2016. Save the date
- The Commission is focusing on updating all the QPC policies. Will be reviewing as each Committee reviews and makes recommendations

- The Strategic Foresight Working Group met and will be tracking the Commission's actions in implementing the strategic plan. They also changed their name to Strategic Learning Committee
- Want to thank Commissioner Gutierrez for drafting a policy for the PQA. None had existed before. The PQA Committee will begin to work on this year's PQA event. A special tribute to Supervisor Antonovich is being planned
- The Executive Committee will review its charter and see if they will be combining with the Policy Committee

PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT

Executive Director Victoria Pipkin-Lane gave the following report:

- The PMN Executive Committee met on February 8. It was the first meeting of the year, which included new members (Phil Rocha and Caroline Torosis) as well as more experienced managers
- The primary focus of the meeting was to plan the February 24th General Meeting and Training. Potential future topics and venues were also discussed
- The February 24th General Meeting and Training was an outstanding success. Over 30 managers attended. In addition:
 - The Sheriff's Department provided training on "Emergency Preparedness" and "Active Shooter" situations. The two presenters, Deputies DeRoche and Gonzalez were outstanding
 - The Sheriff's presentation was followed by a department visit training by Dulce Maycumber, Productivity Manager for the Auditor-Controller. Her ten point countdown to the visit gave the managers a clear roadmap on how to coordinate a successful department visit
 - The Fire Department hosted the meeting at their Training Center. They pulled out all the stops for the PMN. There was a delicious breakfast buffet followed by sandwiches and cookies at lunch
 - The Fire Department took the opportunity to showcase their operations and equipment, which was a highlight for the Productivity Managers
- The next PMN Executive Committee meeting will be on April 21, 2016

EXECUTIVE DIRECTOR'S REPORT

Executive Director Victoria Pipkin-Lane reported the following:

- The reorganization of the CEO continues. The Commission impact is primarily administrative as Commission staff moves to the Executive Office of the Board. The new Executive Officer, Lori Glasgow, replaced Patrick Ogawa, will retire at the end of March. Commission staff and overall operations will continue in the same location
- The County is moving to an electronic/digital platform. All appointment and reappointments for Commissioners will be done electronically

- Conducting talks with the Third District regarding the future of the Commission. With Supervisor Antonovich departing at the end of the year, one of the current Supervisors may want to assume his role. Supervisor Kuehl may take this role
- The County's Green Leadership Awards program is in full swing. Commission staff, which received the project under delegated authority from the CEO, is scheduling site visits for the finalists. Supervisor Hilda Solis, Chair of the Board, will present the Green Leadership Awards to the honorees in April as part of the County's official observance of Earth Week

COUNTYWIDE CRIMINAL JUSTICE COORDINATING COMMITTEE (CCJCC)

Commissioner McIntyre made the following report:

- A member of the Commission serves on the CCJCC, and is appointed by the Chair. The appointee attends meetings on the third Wednesday of every month with pay
- At the last CCJCC meeting, the Community and Senior Service (CSS) Department requested support (not financially) of CCJCC for a \$500,000 labor department grant for the women's jail in Lynwood. The CCJCC approved to support the project. The Commission gave CSS a similar grant and it might be something to bring up when the Commission meets with the department
- Prop 47 was also discussed. What Prop 47 did was raise the amounts of the cutoff between a misdemeanor and a felony. It also raised the cutoff on drug crimes. The two Public Defenders are doing outreach for people who have felony convictions and are in the intermediary area to get their convictions overturned. They have a deadline of 2017 to get this accomplished
- The Alternate Public Defender has identified 77,000 people that may be in this category. The Public Defender has identified 550,000 convictions where people may be in this category
- The City Attorney is seeing many more misdemeanor cases and have a significant cost increase

DEPARTMENT TRENDS SUMMARY

Commissioner Gutierrez made the following report:

- A trends analysis has been conducted over the last six years and have identified the following emerging issues/trends:
 - Countywide Trend is Technology
 - Mobility
 - Enhanced Communication
 - Aging Population
 - Legislative Mandates
- The Commission has the opportunity to look uniquely at a number of sources for data mining as a result of:
 - Department Visits
 - PIF Requests
 - PQA Entries

- Programs should be in place at least two years before measuring outcomes

OPEN DISCUSSION

Commissioner Landres reported that he attended the South Bay COG General Assembly. It was a great conversation about disruptive innovation. The presentations were excellent.

PUBLIC COMMENT

None

ADJOURNMENT

On motion by Commissioner Landres, seconded by Commissioner McIntyre, the meeting adjourned at 12:14 p.m. The next full Commission meeting will be on Monday, April 11, 2016, in Room 743, at the Kenneth Hahn Hall of Administration.